

Cambridgeshire County Council – TECHknow

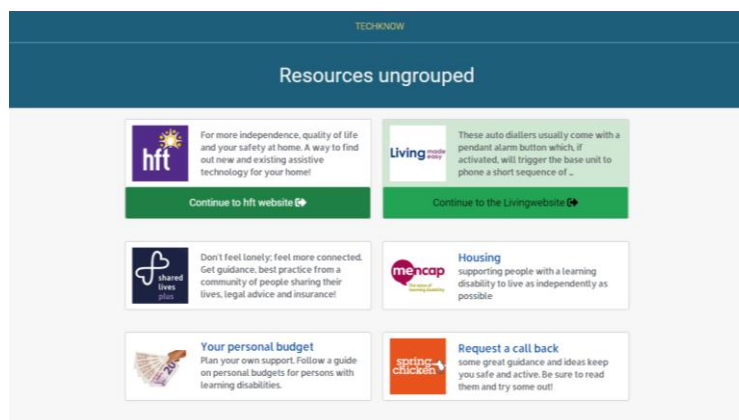
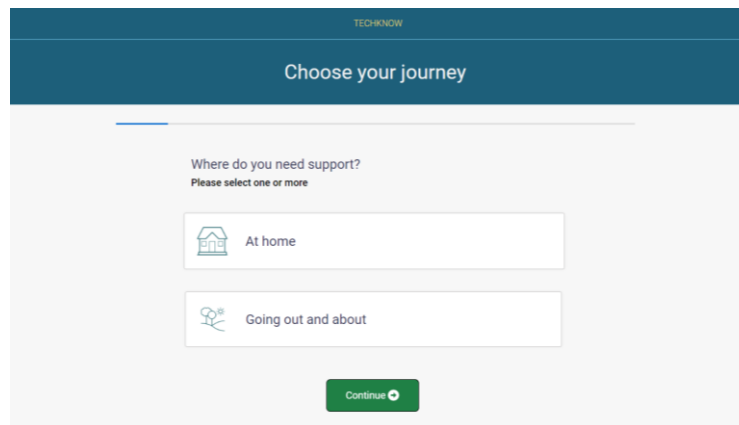
Social Care Digital Innovation Programme (SCDIP) 2019-21 progress report

Helping increase the independence of those with low to moderate learning disability needs in Cambridgeshire

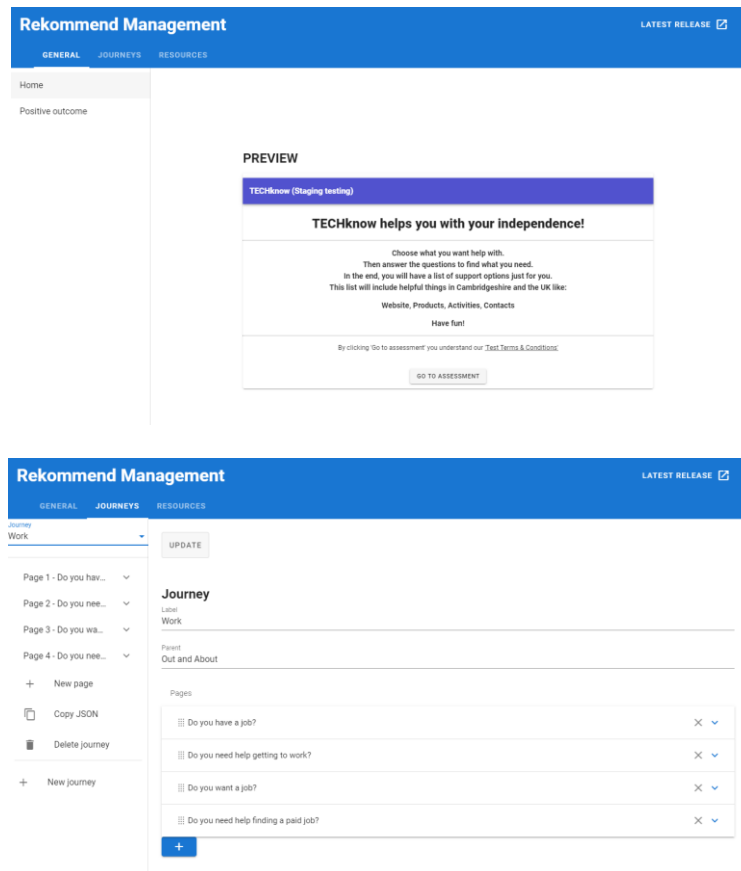
Progress update

Since the start of development back in February, we have made huge strides to achieve core functionality to TECHknow. Within four sprints of development, we have been able to create both a functional front-end and foundations of a back-office editor for TECHknow.

Functional front-end designed



Back-office editor developed



Since our last discussion on 1 May 2020, we have taken a step back from development to include a month's worth of discovery and design towards further understanding our core customer's accessibility needs. We have been running multiple activities with all types of users, from learning disabilities practitioners (LDP) and carers, to the technology enabled care (TEC) team and external stakeholders like the Speak Out Council.

Who are the key stakeholders?

Without learning from our stakeholders, we would not have gained the clear guidance we need to enable us to test with users with learning disabilities (LD). The LDP have started to move with us and offer us support with recruiting further testers. TEC have seen the capabilities that exist to be able to maintain TECHknow once live and are also helping with resources and structuring to the system. The Speak Out Council has been gearing us up for eventual LD user testing and offering further support with user testing recruitment.

Working with our users

One of the activities we have been holding with users has been front-end and back-office usability tests. To date we have held:

- 14 usability testing sessions
- eight demonstrations (group and individual)
- two content workshops

These sessions are a hands-on experience where the user gets to walk through TECHknow. The user is given two scenarios to find desired resources that will help with those certain obstacles people with LD may face. Back-office sessions are comprised of several tasks which the user must complete. Both sessions are run with minimal hand holding from the development team and users are asked to deliver feedback or constructive points around their experience as and when the need arises.

As a result of these usability tests we have gained insights around accessibility needs. These themes have been taken into account and translated into additional wireframes or added to our existing wireframes, which will guide us in our next steps to developing the right solution in the right way.

Creating further awareness

Stakeholders have been learning throughout the content workshop and TECHknow demonstration processes. Building awareness to what TEC and technology options that are readily available is what TECHknow is about, but providing early awareness of TECHknow's existence allows us to create excitement and early buy-in from various departments that may find use in it after going live, allowing for maximum uptake and therefore maximum benefit for all users including LD users.

We are aware that people are much more receptive to change when they are part of creating that change and by creating a co-production group involving the stakeholders previously mentioned and external users, we will be able to positively affect more people as a result of the implementation of our system.

Next steps

We plan to take our co-production group with us for the remainder of the implementation phase with regular intervals of testing and feedback workshops after sprints of accessibility work, so that we can plan for further iteration and make sure we are on track to create a really powerful, user-centric service.

The aim of the next two sprints is to implement a lot of the accessibility design for the front-end of the application. The sprints will cover a time period of about five to six weeks.

Further sprints beyond this will contain a combination of addressing technical debt and further functionality improvements following any accessibility feedback and wider feedback from our user groups.